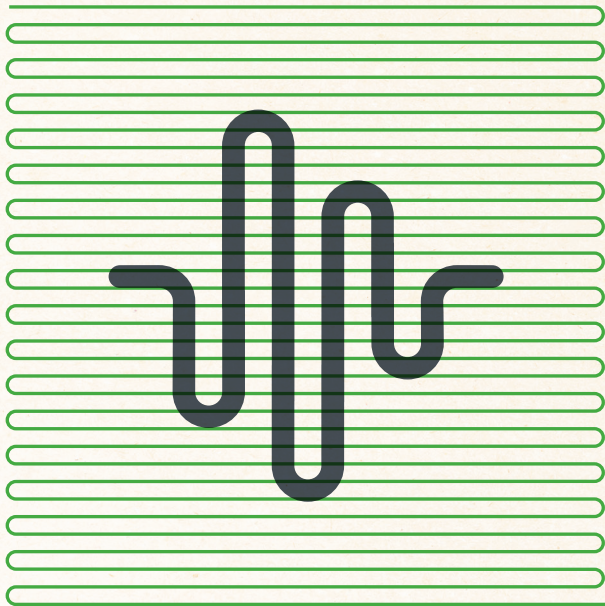


**STRONG SYSTEM**

**FLEXIBLE PLATFORM**

**FAST VOICE & DATA**



# SantoroMVS

POWERED BY ICN

SantoroMVS is a premier voice solution that operates on ICN's IP & Cloud platform bringing strong, flexible and fast voice management solutions to the sectors ICN serves. This advanced managed voice system includes all ICN provided hardware and licenses while offering premium and professional support from our voice and data experts for service management and technical configurations.

## **OUR PREMIER MANAGED VOICE SYSTEM COMES WITH FOUR ESSENTIAL BENEFITS.**

### **Predictable Billing**

ICN's predictable Fixed Cost Model offers advanced managed voice service to users with \$0 capital investment. The monthly cost of each seat is all you pay to stay up-to-date with the most advanced voice service available.

### **Redundancy**

ICN's cloud VoIP managed service is a fully redundant instance of CenturyLink Broadworks BroadSoft feature server platform. VoIP enables people to use the Internet as the transmission medium for telephone calls by sending voice data in packets using IP rather than by traditional circuit transmissions of the public switched telephone network.

### **Free Long Distance**

Every line has in-bound and out-bound long distance included.

*International long distance not included.*

### **No Contracts**

A flexible benefit to SantoroMVS is that there are no contracts. You don't have to worry about purchasing PBX equipment, licenses, internal or external support or other components.

*Customer is responsible for wiring.*

## **PREMIUM & PROFESSIONAL SUPPORT**

Our premium and professional support team is at your service 24/7 to assist you with your voice and data needs.





# SERVICE OPTIONS

SEVEN SERVICE OPTIONS  
FOR YOUR MANAGED VOICE  
SERVICE NEEDS

## **Voicemail Only**

This service includes a telephone number and a voicemail box allowing for messages to be stored and correspondence to be accessed.

911 calls cannot be made from a Voice Mail Only seat.

## **Virtual Seat**

For users who do not want a handset (no IP phone), for a second line, or for a private line. This feature allows IP access only to the user so they can be integrated into conference calls on ICN's IP & Cloud platform.

## **Receptionist Portal**

This feature is built to handle high volumes of concurrent incoming calls. The receptionist portal is designed to combine the Receptionist IP phone with a choose-and-click operator interface allowing for access to automated data & voice solutions.

## **Conference Room Seat**

Includes a Polycom conference room phone, long distance, and all basic package features.

## **Analog Integration**

ICN offers technical assistance in integrating old equipment that isn't IP-enabled, such as fax machines, cordless phones, overhead paging, teletypewriters and point of sale systems into the SantoroMVS platform.

## **Automated Call Distribution**

SantoroMVS can automate the distribution of incoming calls to a specific group of terminals or agents based on the customer's selection allowing for more efficient organization and management.

## **Auto Phone Tree Attendant**

This feature can automate the caller experience by allowing callers to use their keypad on their analog equipment or smartphones to interact with SantoroMVS's managed voice system.